



Enter and View Three Elms Care Home

Announced Visit
22nd August 2024



What is Enter and View?

Part of Healthwatch Warrington’s remit is to carry out Enter and View visits. Healthwatch Warrington Authorised Representatives will carry out these visits to health and social care premises to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows Authorised Representatives to observe service delivery and talk to service users, their families, and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists, and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation so that we can learn about and share examples of what they do well from the perspective of people who experience the service first hand. Healthwatch Warrington’s Enter and View visits are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit, they are reported in accordance with Healthwatch Warrington’s Safeguarding Policy, the Service Manager will be informed, and the visit will end. The local authority Safeguarding Team will also be informed.

Details of the Visit

Details of Visit	
Service Address	Three Elms Care Home Station Road Penketh WA5 2UG
Date and Time	22 nd August 2024 1:45 – 3.45 PM
Authorised Representatives undertaking the visit	Lisa Fidler Tracy Cresswell Norman Holding Kathy Yates

Acknowledgments

Healthwatch Warrington would like to thank the Registered Manager, staff and all the residents for their co-operation during our visit.

Disclaimer

Please note that this report is related to findings and observations made during our visit on 22nd August 2024. The report does not claim to represent the views of all service users, only those who contributed during the visit.

Who we share the report with

This report and its findings will be shared with the Manager of Three Elms Care Home, Care Quality Commission (CQC), Healthwatch England and other partners. The report will also be published on the Healthwatch Warrington website.

Healthwatch Warrington's details

Address:

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Healthwatch principles

Healthwatch Warrington's Enter and View programme is linked to the eight principles of Healthwatch, and questions are asked around each one.

- 1. A healthy environment:** Right to live in an environment that promotes positive health and wellbeing.
- 2. Essential Services:** Right to a set of preventative, treatment and care

services provided to a high standard to prevent patients reaching crisis.

3. Access: Right to access services on an equal basis with others without fear of discrimination or harassment when I need them in a way that works for me and my family.

4. A safe, dignified and quality service: Right to high quality, safe, confidential services that treat me with dignity, compassion, and respect.

5. Information and education: Right to clear and accurate information that I can use to make decisions about health and care treatment. I

want the right to education about how to take care of myself and about what I am entitled to in the health and social care system.

6. Choice: Right to choose from a range of high-quality services, products and providers within health and social care.

7. Being listened to: Right to have my concerns and views listened to and acted upon. I want the right to be supported in taking action if I am not satisfied with the service I have received.

8. Being involved: To be treated as an equal partner in determining my own health and wellbeing. I want the right to be involved in decisions that affect my life and those affecting services in my local community.

Purpose of the visit

The visit was announced and was part of the ongoing work programme of Healthwatch Warrington.

Details of the service

Three Elms Care Home is a 'care home'. People in care homes receive accommodation and nursing and/or personal care as a single package under one contractual agreement dependent on their registration with us. Three Elms Care Home is a care home with personal care.

Provider Service and Staff

Care home has 56 beds (time of visit 49 were occupied)

Lindsey Helen O'Neill is the current registered manager, Lindsey has been in post 18 years.

The home has a multitude of staff including:

- Carers
- Senior Carers
- Manager
- Deputy Manager
- Maintenance
- Activity Co-ordinators
- Kitchen Staff
- Laundry Staff

Patient Voice

Residents Feedback: Three Elms Care Home

"I wouldn't change anything".

"I get involved with the activities and doing things in the garden"

"I feel very settled and comfortable here".

"It's difficult knowing who is who, no name badges".

Enter & View

The graphic features a background image of a care home building. It contains four white speech bubble-style boxes with resident feedback. Each box is accompanied by a circular icon: a pink person icon for the first and third quotes, and a green person icon for the second and fourth. A magnifying glass icon is positioned at the bottom left, focusing on a logo that says 'Enter & View' with a green cross and a person icon.

Family's Feedback: Three Elms Care Home



"I feel they are very settled and comfortable here".

“

"I am able to spend time here whenever I want".



”



"The activities are amazing".



“

"Would be nice for staff names and pictures to be displayed so that I know who Mum is referring to".



Results of the Visit:

First impressions

The building was well kept with good parking facilities, excellent signage and good access to the home via a ramp with railing. On arrival the reception door was open, as we entered, we were asked to sign in before being welcomed into the secured building. The home was bright, warm and well decorated. The aroma throughout the home was pleasant. The home had good clean décor in communal areas, with painting being undertaken on the first floor.

Well Lead

The Manager & Deputy Manager met the AR's, giving their names and roles. Staff were friendly and welcoming. It was observed that none of the staff were wearing name badges which could make it difficult for some residents to recall staff names, it was also noted that there was no staff name and photo board. The staff members that the AR's spoke to said they liked working in the home,

they were well supported and there was a training programme in place for them to have the required training for their role. Staff are dementia trained and have also completed Oliver McGowen training. AR's suggested that the home contact Warrington and Vale Royal College for placements and to access enhanced training.

Access to Services

The majority of residents at Three Elms are registered with Penketh Medical Centre, the home manager expressed some difficulties with accessing the GP service as they have no access to a separate phone line for emergency appointments and as a result are left in long queues to access services.

Three Elms stated that there is difficulty with accessing dental care and they access services via 111 emergency dental service. The home stated they have access to a podiatrist and opticians. Residents have access to hairdressing facilities twice a week.

The home has an excellent offer of different clubs to get involved in, including bird watching, rambling, gardening and crafts.

Safe

The building was secure with good signage at the entrance to the car park. Fire alarm panels were in place with location maps. All resident rooms are fitted with alarms and alarm monitors were in place in corridors to alert staff. The AR's spoke to two residents who stated that the response to the alarm was always prompt. Handrails were observed throughout the home and access to outdoor areas is safe and caters for all with ramp access.

The AR's noted that a staff equipment room (Ground Floor) was open and accessible to residents, this could be a safety issue had the room contained chemicals and other equipment. Bathrooms were adequate and well equipped, they have alarms. The toilet seats were the same colour as the pedestal, for patients or visitors that are living with dementia they may not be able to distinguish the toilet seat if it is the same colour as the pedestal. Therefore, having a contrasting-coloured toilet seat may avoid potential issues. Staff indicated to AR's that there was poor ventilation (extractor) in some bathrooms. Staff stated that the lift to the first floor can be problematic which causes issues.

In the upstairs lounge AR's observed a power socket burned from overheating, this was reported to the manager. It was also observed that a mural within the

lounge area was damaged, the mural was 3D, and it was noted that residents with a level of dementia had tried to remove things they could see on the mural.

Caring

Staff were observed speaking to residents using their preferred name. There appeared to be a good relationship between residents and staff. Each resident had their own care plan which is discussed with them and relatives regularly.

Noise levels were appropriate, and residents stated that they are not regularly disturbed by noise. A quiet room is provided for residents and relatives if required. There were several resident lounges in the home, these provide quiet areas, a television lounge and activity areas.

There is a 'Thank You' board, which had several thank you cards to staff and the home. Each resident has a care plan which is reviewed regularly with residents and relatives. The care plans are currently paper based however AR's were informed that they are looking at moving to electronically stored records in the near future.

Responsive

Residents that the AR's spoke to were aware of their care plan and relatives had full knowledge of the plan.

The home has two Activity Co-ordinators who produce a monthly programme of varied activities which residents participate in. The home has a very good relationship with Warrington Wolves Foundation, residents are taken to matches and the foundation visit the home and provide a range of activities.

Other activities that the home provide include:

- Craft classes
- Swimming classes
- Exercise Classes
- Walks
- Community events
- Musical entertainment.

Residents that the AR's spoke to stated that there are plenty of activities to get involved in and that they were able to speak up to the staff and management if they had concerns. The residents are provided with memory boxes. There are facilities for Hair Dressing, and a Dentist and Podiatrist attend regularly. The home has a resident liaison officer that holds monthly independent meetings with no staff present to allow honest feedback. However, it was noted that there was no 'you said, we did' board, this would be a fantastic opportunity to display the home acting in response to feedback from residents and relatives.

Food

The residents spoken to were very happy with the food quality, selection and amounts provided. The dining areas were clean, bright and had well set tables. The menus observed on the day of our visit had a variety of choices for each course. A resident that AR's spoke to stated that if there was nothing, they liked on a menu they only had to ask, and an alternative was provided. Drinks were available in all rooms. Special occasions were well catered for, and relatives were always welcome at these events.

Effective

Generally, the home was clean, and bright. The outdoor areas contain both hard and soft areas with easy access. Some residents' rooms observed by AR's were beginning to look tired and may require a refresh. The residents are able to furnish their rooms with their own furniture if desired and display personal photographs if they wish. The bathrooms observed were large and had room for a wheelchair, they were clean, had hoists fitted and an alarm.

There is an extensive monthly programme of activities. There is a tidy informative notice board available to all residents. Entertainment is provided within the monthly programme set by the activity coordinators. The common areas comprise of several lounges of varying sizes and a variety of chair styles, which provides residents with choice.

Conclusion

At the time of our visit, we believe that Three Elms Care Home is a good home. Staff provide a good service in a friendly environment. The residents are content with the service provided and those that spoke to our AR's seemed very happy.

The home has a warm homely atmosphere. They have enthusiastic activity coordinators that provide an excellent programme of activities that cater for all.

Recommendations

Recommendations made from findings	
1	Please display the Healthwatch Warrington poster in the reception area, which will offer an independent choice for the patients to feedback.
2	We recommend that toilet seats are installed in different colours to the pedestal (considering Dementia patients).
3	We recommend staff wear name badges and that staff names and pictures are displayed on an area visible to all residents and visitors.
4	We recommend regular safety inspection of plugs and electrical devices.
5	Consider dementia patients when displaying 3D murals.
6	We recommend refreshing the décor in residents' bedrooms.
7	We recommend a 'you said, we did' board.
8	Ensure all rooms not permitted for residents or that require staff present are locked when not in use.



healthwatch

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